

HAMILTON COUNTY
RIVER CITY CORRECTIONAL CENTER
An Equal Opportunity Employer

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Position Title: Information Systems Coordinator

Division:	River City Correctional Center	FLSA Status:	Nonexempt
Reports to:	Business Manager	Civil Service Status:	Unclassified
Pay Range:	\$27	Employment Status:	Part time flexible.
Probation:	6 months		
Work Hours:	24 hours/week		

Nature of Work in this Class

This individual will serve as Tier I Tech Support and Desk-side Support for all information systems at River City Correctional Center. Individual will be responsible for maintaining the operational efficiency, security and integrity of the network(s) of personal computers, printers, audio-visual and servers making up the River City systems. Will be point of contact for resident communication devices. Demonstrates regular and predictable attendance.

Essential Functions

- Trouble-shoots hardware or software malfunctions.
- Oversee and handles resident communication devices and serves as liaison to 3rd party provider.
- Serves as liaison for GED software and other IT related software programs.
- Participates in investigations using electronic devices when required by Director.
- Ability to learn and troubleshoot security monitor issues.
- Facilitates configuration and updates of custom MIS database software.
- Serves as primary liaison between River City Correctional Center and outside agencies, vendors and contractors related to communication and information systems functions.
- Individual must possess a great deal of initiative, be highly responsive to learn and understand the “customers”.
- Self-motivated. Must have an eye for detail and productivity.
- Ensures compliance with best practices and facility standards as issued by facility, industry, County, State and Federal agencies.
- Maintains inventory of computer software equipment, including acquisitions, updates, replacements and salvage.
- Conducts small group and individual staff training on information systems hardware and software.
- Develop training manuals for end users.
- Provides staff orientation to the Management Information System (MIS), PC operation, the Court Management System (CMS), and the Regional Crime Information Center (RCIC), where applicable.
- Assists in maintaining passwords and monitoring system security; will have the authority to access system information on agency personal computers (PC' s), as directed by supervisor.

Marginal Functions

Assists with imaging and set up of PC' s and work stations.

Serves as Assistant Terminal Agency Coordinator (TAC) for the Regional Crime

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Marginal Functions Continued

Information Center (RCIC), which includes scheduling, testing, providing information updates and ensuring security.

Familiar with video conferencing i.e. Zoom, Microsoft Teams, etc. and setting up the necessary components to enable the conferencing.

Generates ad hoc statistical reports as needed.

Learning the two-way radio communication to respond to staff needs/requests.

Performs related duties as required.

Knowledge, Abilities and Skills

Basic knowledge of computer hardware.

Working knowledge of Active Directory

Strong working knowledge of PC programs and operating systems, including, but not limited to MS Office, Windows, and ZENworks.

Working knowledge of databases, particularly web-based systems.

Verbal and written communication skills for a professional setting.

Capability to clearly impart knowledge to individuals and small groups.

Self-motivated, with ability to work independently.

Enthusiasm in staying updated on technological advancements.

Must be approachable, flexible and patient.

Working Conditions

Moderate noise in business office setting.

Physical Demands

Work involves a significant amount of standing, walking, sitting, talking, listening, stooping, reaching with hands and arms, viewing computer screens and typing.

Must be able to transfer up to 35 pounds.

Visual ability sufficient to effectively operate a computer, copier, scanner or other multi-function devices; to read and prepare reports, correspondence and instructions.

Hearing ability sufficient to communicate effectively with other individuals in person and by telephone.

Speaking ability sufficient to communicate effectively with other individuals in person and by telephone.

Communications

Conveys and receives information via e-mail, in person and over the telephone.

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Qualifications

A high school diploma with at least three year's current experience in working with computers, software installation and hardware issues. Demonstration of skills outlined above.

Licensure and Certification

None

UPDATED 2/18/21